# Haier SERVICE MANUAL

Order No.FL1003S006V1.1

## Front Load Washing Machine

## MODEL: HWD-C1200TXVE/ME
## HWD-C1000TXVE/ME
## HWD-C1200TXVE-U
## HWD-C1200TXVE-F
## HWD-C1200TXVE-E
## HWD-C1200TXVEME-U

## WARNING

This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death

©2010 Haier Washing Machine
All rights reserved. Unauthorized copying and distribution is a violation of law.

## Haier Group

Chapter 1 General Information 3
1.Product code illumination and series introduction 3-7
Chapter 2 Matters needing attention 8
1.Matters Needing Attention 8-10
Chapter 3 Disassembly and Installation 10
1.Installation 11-12
Chapter 4 Appearance brief introduction 13
1.Net dimension 13-14
Chapter 5 Operational Guidance 15
1.Control Panel 15-18
Chapter 6 Troubleshooting and Maintenance 19
1.Error Display and Trouble shooting 19-27
2.How to select the model 28
3.Wring Circuit 29
4.Self test 30

# Chapter 1 General Information

## 1-1. General Guidelines

When servicing,observe the original lead dress.If a short circuit is found, replace all parts which are overheated or damaged by the short circuit.After servicing ,see to it that all the protective devices such as insulation barriers ,insulation papers shields are properly installed .Confirm that the screws,parts and wiring which were removed in order to service are put in the original positions, or whether there are the portions which are deteriorated around the service places serviced or not. And be sure safety of that.

## 1-2. Caution and Warning symbols

(You will see them in “Matters needing attention”)

Any instructions in this service manual with this “Warning “sign must be followed strictly.

To prevent damage to the washing machine, any instructions in this manual with this “Stop “sign must be followed strictly.

## 1-3. Function indication symbols

(You will see them in the specification table)

Signify the washing machine has this function.

—

Signify the washing machine doesn’t have this function.

# PRODUCT CODE ILLUMINATION AND SERIES INTRODUCTION

## Model code rule description

## Model identification：

HWD - C1200TXVE
A B

A：Serial code
B：Max spin speed 1200rpm；Max load 6KG

## Multi-gear speed controller

According to dif ferent costuming，you can select corresponding spin speed from 0 to 1200 rpm.

## Unique gasket design featuring no residual water hidden inside.

By the unique gasket，washing machine can left no residual water hidden between outer drum and front board.

## Delay time adjustive.

According to different costuming，you can select delay time，from 0.5h to 24h.

## Apperceive drying degree of laundry automatically,just in time to save energy and make you more comfortable.

## Custom memory function, more time saving and convenient.

| Product identification | | |
|---|---|---|
| Description of appliance | | Washing&Drying machine |
| Type of appliance (FS = standing, BI = built-in) | | **FS** |
| Supplier own brand | | HAIER |
| Supplier bar code | EAN | |
| Commercial Brand / Model | | HAIER |
| Commercial bar code | EAN | HAIER |
| **Key-Features** | | |
| **Energy efficiency class** | | **C** |
| **Washing performance class** | | **A** |
| **Spin efficiency class** | | **B** |
| **Programs** | n° | **11** |
| **Capacity** | kg | **Max.6** |
| **Spin speed *(max. / optional)*** | rpm | 1200/1000/800/600/400 |
| Noise level （wash / spin） | dB(A) | 54.3/71.8 |
| Energy consumption per wash circle | kWh | 5.1 |
| Water consumption per wash cycle | l | **160** |
| Residual dampness *(spin result)* | % | 50% |
| Spin speed selector switch *(steps)* | rpm | ● |
| Spin speed variator *(stepless)* | rpm | ● |
| Adjustable thermostat (*water temp. adjust* from - to) | °C | 90/60/50/40/30/ ✳ |
| Drum capacity dry laundry / water | kg / l | 6/59.7 |
| Auto water level adjust *(depending on volume of filled in laundry)* | *AWL* | ● |
| Washing temperatures *(program-controlled)* | °C | 30/40 /50/ 60 / 90 |
| Certification's (**CE** / ISO 9001 / ISO 9002) | | CE / ISO 9001 |
| Approvals (VDE/GS / TÜV/GS / IMQ) | | TÜV/GS (Rhl.) |
| * per average 200 wash cycles *(EN50242)* = *COLD* | | |
| **Basics data** | | |
| Unit dimensions (H x W x D) | cm | 85.0x 59.5 x 59.0 |
| Net weight | kg | 88 |
| Voltage/frequency | V/Hz | 220-240V/50Hz |
| Input power / main fuse (intensity) | W / A | 2000/10 |
| Work top / removable | | ● / ● |
| **Control** **M** = electromechanical, **E** = electronic, **F** = fuzzy | | **E** |
| Drum **S** = stainless steel / **Z** = zinc coated | | S |
| Tub **P** = Polyprop./ **S** = stainless steel | | S |
| **Door:** | | |
| aesthetic (**R** = round, **Y** = big eye, **Q** = square) | | R |
| Diameter | cm | 30 |
| Outer door frame **S**= stainless steel / **M** = metal / **P** = plastic | | P |
| Inner door **G**= glass / **P**= plastic | | G |
| Detergent compartments | n° | 3 |
| Delay timer *(from - to,Endzeitvorwahl)* | h | 0.5-24 |
| Self cleaning suds pump | | ● |
| Water inlet hose cold water / hot water | | ● / – |
| Water drain hose / -support | | ● / ● |
| Adjustable feet | n° | 4 |
| **Safety systems** | | |
| Auto door lock | *ADL* | ● |
| Motor overheating protection | *MOP* | ● |
| No heating without water | *NHW* | ● |
| Auto water cool-down *(before drain 90°C boiled water)* | *AWC* | ● |
| Water return protection | *WRP* | ● |
| Acqua Stop kit | | – |
| Child protection | | ● |
| **Programs** | | |
| **1) Strong action /cotton cycles (90°C/60°C/40°C/ )** | n° | **1** |
| **2) Normal action / synthetics (60°C/40°C/30°C/ )** | n° | **1** |
| **3) Synthetics (60°C/40°C/30°C/ )** | n° | **1** |
| **4) Wool cycles (40°C/ )** | n° | **1** |

| | | |
|---|---|---|
| **5) Special programs** | n° | **-** |
| **6) Rinse** | n° | ● |
| **7) Wash** | n° | **1** |
| **8 29-Minuten-Blitz-programm** | | ● |
| **9) Dry** | n° | **3** |
| **Optional function keys** (additional program settings) | | |
| ON/OFF button | | ● |
| Start / stop pause | | ● |
| Load select | | ● |
| Extra rise program | | ● |
| Delay timer | | ● |
| Dry button | | ● |
| speed | | ● |
| temperature | | ● |
| **Packing dimensions & loadability** | | |
| Packing dimensions (H x W x D) | cm | 95.0 x 66.0 x65.0 |
| Gross weight k | g | 93.0 |
| 40'Container load | pcs | / |
| 40'HC load capacity | pcs | **150** |
| **Built-in dimension** | | |
| Requested measure of niche *(H x W x D)* | cm | |
| Dimensions of door | cm | 30 |
| **Logistic / recicling information** | **RS** | |
| Packing weight | kg | 5 |
| Packing materials / Recycling symbols | | REzY |
| Carton (weight) | gr | 0 |
| Polistyren (weight) | gr | 0 |
| Polyetylene foil (weight) | gr | 0 |
| Other packing materials (weight) | gr | 0 |
| Wood (weight) | kg | 0 |
| **Service** | **RS** | |
| User instruction (languages) | | E / P / S |
| Max. failure rate (12 Months after sales to end customer) | % | |

REMAK： “ ● ” Signify the washing machine has this function

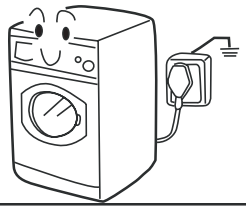
“ — ” Signify the washing machine doesnt have this function

# Chapter 2 Matters needing attention

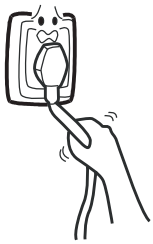
## Matters Needing Attention

● Safety

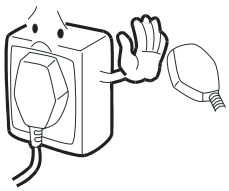
1. A separate earthed socket is required for the power supply. The socket should be reachable by the power cable of the machine.



2. Hold the plug and not the electric cable when unplugging the power supply.



3. Fuses in the power circuit should be rated for 15A.

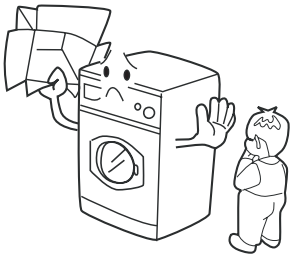


4. Do not touch or use the washing machine bare-footed or when the hands or feet are wet.

5. Do not use flammable detergent or dry cleaning agent; do not use flammable spray in close vicinity to the washing machine; do not remove or insert the plug in the presence of flammable gas.

6. The door of the washing machine will become hot during the heating process. Avoid contact with the door during the heating process. For safety, keep children away from the washing machine.

7. Keep children away from the packing materials after unpacked.

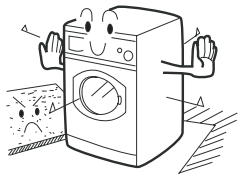


8. For safe installation of drain hose, use the drainage holder to prevent the drain hose from moving and allowing water to spill outside the drain

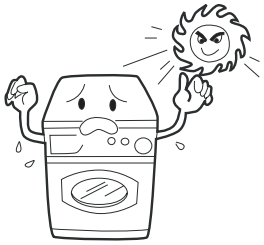
# Matters Needing Attention

9. The washing machine should not be installed outdoors or in a damp place. In the event of water leakage or splashes allow the machine to dry naturally.

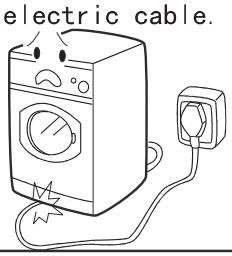
10. Do not place the washing machine directly on a carpet, or close to a wall or furniture.



11. Keep away from heat sources and direct sunlight to prevent plastic and rubber components from aging.



12. During installation, ensure that the electric cable is not trapped by the washing machine and avoid damage to the electric cable.



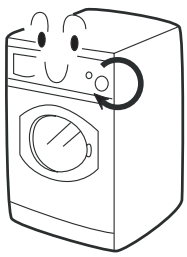
13. Do not dry unwashed items in the tumble dryer.
14. Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the tumble dryer.
15. Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the tumble dryer.
16. Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.
17. The final part of a tumble dryer cycle occurs without heat (cool down cycle) to ensure that the items are left at a temperature that ensures that the items will not be damaged.

WARNING: Never stop a tumble dryer before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.

## During Use

1. Before use, check the joints of the filling hose, the tap and the drainage hose for possible problems from water pressure fluctuations. If joints are loose or there is leakage, turn off the tap and repair. Do not use the washing machine until the hoses are properly fixed.

2. To select a program, simply turn the knob clockwise or counterclockwise.



# Matters Needing Attention

3. Do not place heavy, heating source or wet articles on the top of the washing machine.

4. Do not hot wash foam rubber or sponge-like materials.

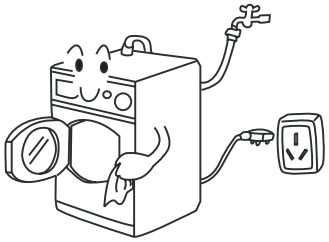
5. Before washing, do up zippers, buttons and clothes straps and put small articles, such as socks, laces or bras, into a washing bag or a pillow.

Steel wires in bras will pop out during washing; never wash bras containing steel wires.

6. Do not open the detergent distribution drawer during the wash cycle.

7. The door is fitted with a self-lock device and will not open until 2~3 minutes after the washing machine stops. Do not force the door open. Do not open the door if water level can reach the porthole.

8. After each wash program, turn off the tap to prevent leakage; and unplug the washing machine and wipe clean the lower part of the porthole.



9. Keep the door slightly open when the washing machine is not in use to prevent formation of odors; do not cover the washing machine with plastic cover so that inside dampness cannot be kept in.

10. For appliances with type Y attachment, the intructions shall contain the substance of the following. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualifled persons in order to avoid a hazard.

11. The installation instructions shall state that the appliance is to be connected to the water mains using new hose-sets and that the old should not be used. For washing machines with ventilation openings in the base, that a carpet must not obstruct the openings.

# Chapter 3 Disassembly and Installation

## Installation

● Remove all the packing materials to prevent vibration during use. Upon opening of the package, water drops may be seen on the plastic bag and the porthole. This is normal phenomenon resulting from water test in the factory.

● Check attachments and materials with reference to the following, as shown in Fig 1.

| Name / Qty / Mode | Operation manual | Quality certificate | Inlet hose assembly | Drainage hose holder | Anti-splash plug |
|---|---|---|---|---|---|
| HWD-C1200TXVE | 1 | 1 | 1 | 1 | 3 |

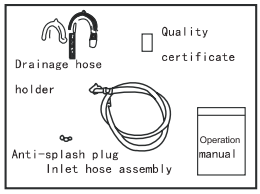



Fig. 1

● Dismantle the packing bolts as shown in Fig. 2. The packing bolts are designed for clamping anti-vibration components inside of the washing machine during the transportation process. Before use:

1. Remove the back plate;
2. Remove the three packing bolts on the back plate and take out the rubber hose;
3. Replace the back plate;
4. Fill the holes left by the packing bolts with plastic plugs.

(Attention: The packing bolts and rubber hose should be kept in a safe place for later use)

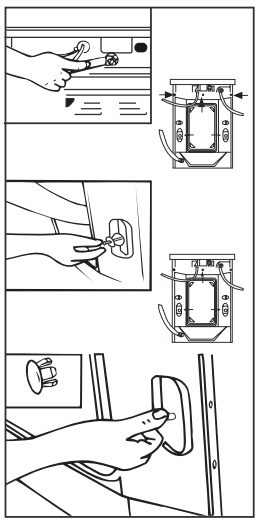


Fig. 2

● Adjusting the washing machine

There are adjustable feet under the bottom of the washing machine. Before use, the washing machine should be adjusted, as shown in Fig. 3, so that it is level.

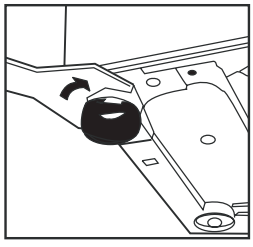
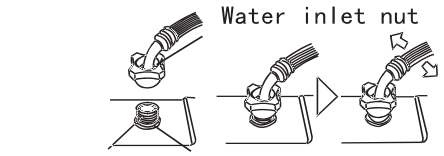


Fig. 3

# Installation

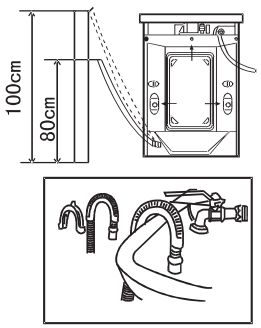
## Joining the Inlet Hose to the Washing Machine

1. Connect the nut on the inlet hose to the connector on the water valve.
2. Tighten the nut to secure the hose




## Drainage Hose

- The height of the drainage outlet must be 80-100 cm. To prevent the drainage hose from dropping off, fix it to the drainage hose clip at the back of the washing machine.
- Use the drainage holder to keep the end of the drainage hose retained and prevent the outflow of water. It is recommended that the length of the drainage hose not be increased; if an increased length hose is required, please consult a serviceman. The additional hose should be no more than 250cm (overextended hoses could lead to siphonage). Note: The drainage hose should not be submerged in water and should be securely fixed and leak-free.




## Connecting to the Power Supply

Before connecting to the power supply, check:

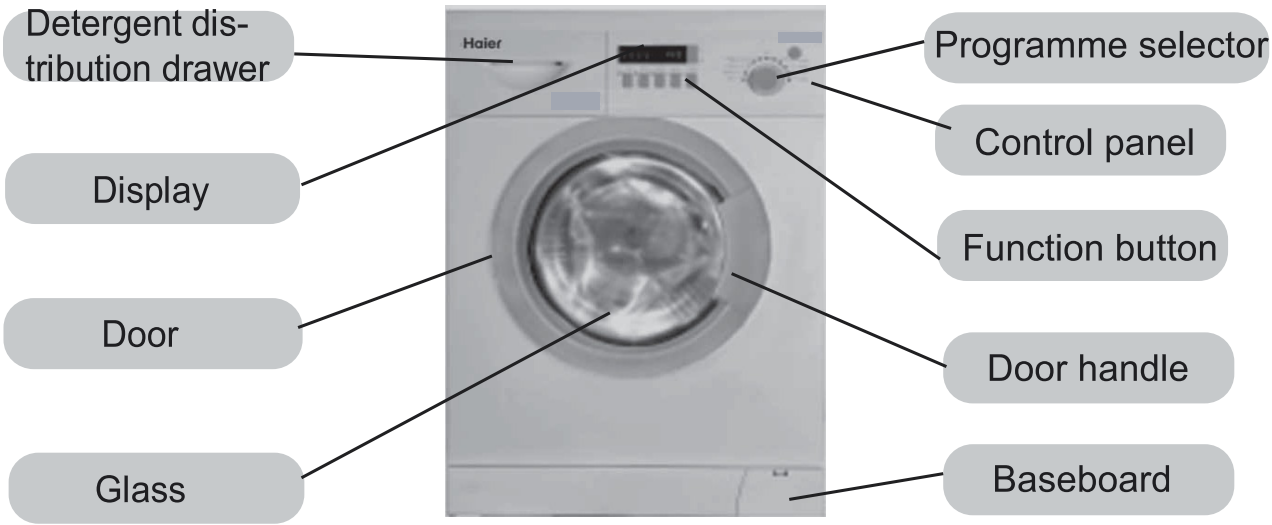
- The socket is adequate for the maximum power of the washing machine (For safety, fuses in the power circuit should be rated for no less than 15A).
- The voltage should meet the requirement.
- The power outlet should be capable of accepting the washing machine plug. The washing machine must be earthed before use.

# Chapter 4 Appearance brief introduction

## Net dimension

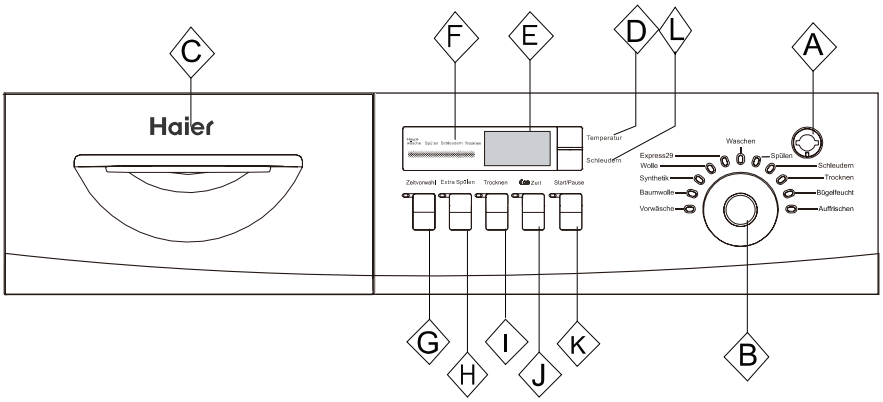
height: 850mm / width: 595mm / depth: 590mm

## Name of the parts



# Chapter 5 Operational Guidance

# Control Panel




**A: Power Switch**

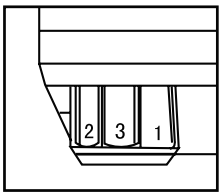
Press this button to switch on the washing machine. Press it again to switch it off.

**B: Wash programming knob**

By turning the knob clockwise/counterclockwise ,the required program can be selected. (Refer to Guide to Operational Program Selection).

**C: Detergent distribution drawer**

Open the drawer, three compartments can be seen:
Compartment 1: Pre-wash detergent
Compartment 2: Normal - Quick wash detergent
Compartment 3: Softener, conditioning agent, perfume, ect.




**D: Washing temperature knob**

Touch this button lightly to select the required temperature (when a temperature is selected, the corresponding indicator will go on).

**E: Display**

Such information as remaining wash time, temperature , speed setting messages will be shown.
Note: After power is switched on, the display will go on and the remaining wash time decreases. As the water pressure and temperature may differ, the remaining time may be adjusted accordingly. When the laundry is not balanced during spinning, the time may be automatically prolonged. These are normal phenomena.

**F : Washing indicator**

It indicates the washing process of the selected program.When the light is on, it shows that the washing process being indicated is running.

# Control Panel

**G: Delay button**

Touch this button lightly, the washing machine will start operation after a period of time and the corresponding indicator will go on. The range is 0.5-24 hours; each touch of this button increases half an hour. After the button is set, press the Start/Pause button to start countdown of the set time(the time is displayed on the screen until the program ends).

Note: The delay time must be longer than the program time; otherwise, the washing machine will start the wash program directly.

**H: Extra rinse button**

Press this button,the overhead indicator will go on.An additional rinse operation will be activated.

Note:Select this function when programe 1-6 or 9 is selected.

**I: Dry button**

Touch this button lightly,the overhead indicator will go on and washer will dry the laundry after last spinning cycle.

**J: Eco button**

Before a washing program, press this button to set the required washing load; countinue to press this button the display of load may cycle in the preset range.

The program which can select load and its load range are as follows:

Prewash: L1~LA; Cotton: L1~LA; Synthetics: L1~L3;

Dry: L1~L3; Quickwash: L1~L3 Wash: L1~LA Rinse: L1~LA Spin:L1~LA

**K: Start / Pause button**

When the washing machine is plugged and a program is selected, lightly touch this button to start operation. During a wash cycle, touch it lightly, the display will begin blinking and operation will stop. Touch it again to resume operation.

**L : Spinning speed setting button**

Touch this button lightly to select the desired speed. There are speed indicators over this button.

Note: Please refer to Guide to Operational Program Selection and Washing Instructions for the required washing temperature and spinning speed for different laundry. If you have no specific requirements, please use default settings.

# Maintenance

## Special Functions

1. Control panel lock function: To prevent children from accidentally changing the settings. Press "Delay" and "Start/pause" at the same time for 3 seconds, this function will work and the "Lock" sign and the remaining program time will appear alternatively. When this function is on, all other buttons are locked. Press the two buttons again to unlock.

2. Power-off memory function: This machine has power-off memory function. In case of abrupt power failure or the power must be cut off during a program cycle, the present settings will be saved and the preset operation will resume when the power is on again.

3. This washing machine memorises the previous wash settings for each programme. You only have to press the "Start/Pause" button to select the programme,if necessary,change the settings before starting the washing machine .

4. The display messages on the digital screen are as follows:

Remaining time 1 hour and 16 minutes.

Remaining time 1 minute.

Setting washing temperature at 60℃

Setting washing without heating process.

Setting no Spin process.

Setting dehydration revolutions 800r/min.

Code for manual selection of weight, when clothes are less than 1kg.

Code for manual selection of weight, when clothes are almost full of the roller.

Procedure is entirely finished.

Failure information: machine have the unbalance protect function.When unbalance weight is bigger than a certain value washing machine will not spin and run in a low speed to avoid abnormal vibration and noise.
When end user claim the "NB" question please follow the instruction as below:
1. In case washing 1 piece of laundry(carpet,bed sheet,table sheet,etc)make it symmetrical inside the drum.
2. Lower the wet weight of laundry pieces by wringing manually and placing them back in the drum in symmetrical position.
3 Take out and replace the laundry pieces into the drum in a more balanced position on the inner wall of the drum.
4. Add 1 or 2 pieces of laundry into the drum to lower the unbalance.
5. Restart the spin cycle by choosing "spin only" program.
6. In case the failure persist please send a technician to check it in home.

# Chapter 5 Program Introduction

## Program Setting

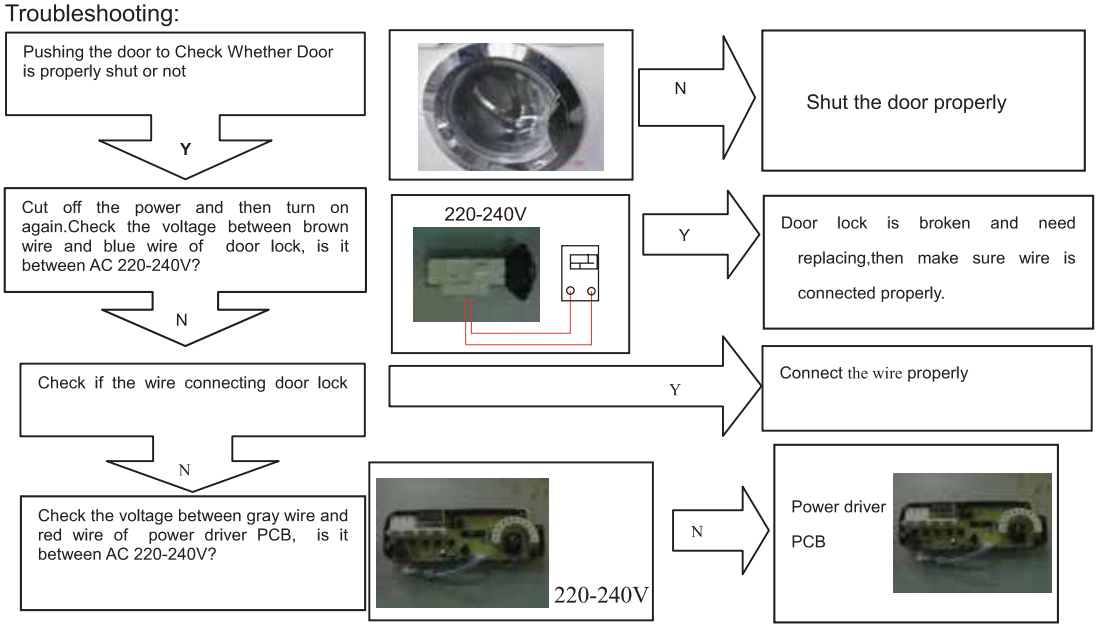
| Mode Selection (Program Knob Position) | | | Recommended Laundry | Temperature | Default | Setting | Detergent | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 1 | 2 | 3 |
| | 1 | Prewash | Heavy-soil laundry | * 30℃ 40℃ 50℃ 60℃ 90℃ | 1000rpm | 40℃ | ★ | ★ | ○ |
| | 2 | Cotton-&linen | cotton fabric | * 30℃ 40℃ 50℃ 60℃ 90℃ | 1000rpm | 40℃ | × | ★ | ○ |
| | 3 | Synthetics | Synthetic fabrics | * 30℃ 40℃ 50℃ 60℃ | 800 rpm | 40℃ | × | ★ | ○ |
| | 4 | Wool | Wool fabrics | * 30℃ 40℃ | 600 rpm | * | × | ★ | ○ |
| | 5 | Quick Wash | Slight-soil cotton, linen and synthetic fabrics | * 30℃ 40℃ | 800 rpm | * | × | ★ | ○ |
| | 6 | Wash | Cotton,linen and synthetic fabrics | * 30℃ 40℃ 50℃ 60℃ | | 40℃ | × | ★ | ○ |
| | 7 | Rinse | Cotton,linen and synthetic fabrics | * | 800 rpm | * | × | × | ○ |
| | 8 | Spin | Cotton,linen and synthetic fabrics | * | 1000rpm | * | × | × | × |
| | 9 | Dry | Cotton,linen and synthetic fabrics | The laundry is dry completely when it finishes. | | | | | |
| | 10 | Iron | Cotton,linen and synthetic fabrics | The laundry is be ironed when it finishes. | | | | | |
| | 11 | Air wash | Cotton,linen and synthetic fabrics | The laundry has little virus when it finishes. | | | | | |

Note: ○ indicates that softener can be added if needed; ★ indicates that detergent must be added; X indicates that detergent must not be added. * indicates cold water
The wash temperature indicates the maximum temperature.

# Chapter 6 Troubleshooting and Maintenance

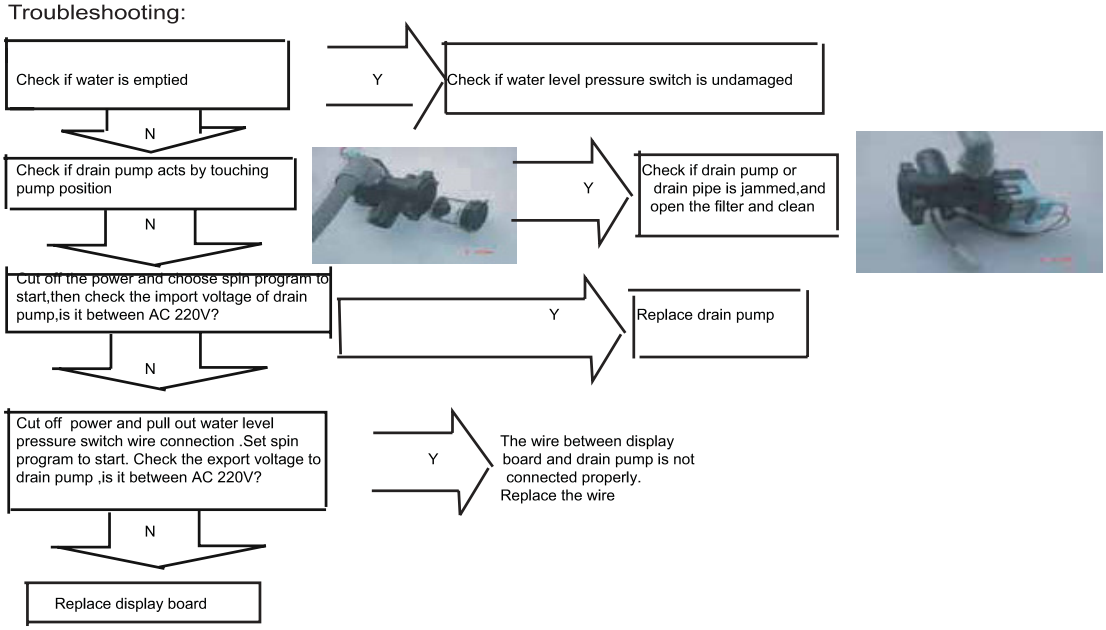
Error message:Door is not properly shut 20s after program is started.

Troubleshooting:


Pushing the door to Check Whether Door is properly shut or not
Y
N
Shut the door properly
Cut off the power and then turn on again.Check the voltage between brown wire and blue wire of door lock, is it between AC 220-240V?
220-240V
N
Y
Door lock is broken and need replacing,then make sure wire is connected properly.
Check if the wire connecting door lock
N
Y
Connect the wire properly
Check the voltage between gray wire and red wire of power driver PCB, is it between AC 220-240V?
220-240V
N
Power driver PCB

Error message:Drainage error, water not emptied within 4 min.

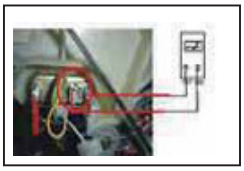
Troubleshooting:


Check if water is emptied
Y
Check if water level pressure switch is undamaged
N
Check if drain pump acts by touching pump position
Y
Check if drain pump or drain pipe is jammed,and open the filter and clean
N
Cut off the power and choose spin program to start,then check the import voltage of drain pump,is it between AC 220V?
Y
Replace drain pump
N
Cut off power and pull out water level pressure switch wire connection .Set spin program to start. Check the export voltage to drain pump ,is it between AC 220V?
Y
The wire between display board and drain pump is not connected properly.
Replace the wire
N
Replace display board

Error message:Temperature sensor is not properly connected or damaged (display at the end of a program).

Troubleshooting:

Cut off power and measure the resisitance of temperature sensor by multimeter,is it between 5-14k ?



N → NTC exist open circuit

Y

Check if NTC is connected properly

N → Connect NTC well

Y

Check the black wire and blue wire of NTC, are they connected well ?

N → Connect all wires well

Y

Disconnect the white wire and black wire from PCB ,and measure if the resistance between white wire and black wire of

Y → Repalce wire

N

Repalce power driver PCB

Error message:The heater may be broken

Troubleshooting:

Cut off power,check the resistance of two pins of heater element by multimenter is it between 32-35 Ω ?

N → Heater elelment must be broken,please replace it

Y

Turn on power,and set wash mode,then start, check the export voltage of heater element, is it between AC 220-240V?

Y → Power driver PCB must be broken ,plea se replace it.

Error message:The reqired water leve l is not reached within 8min, or the water level exceeds the protection value

Troubleshooting:

Check if water is leaking from washer bottom. inlet pipe. drain pipe or other pipe connection

Y → Readjust or replace the broken parts

N

Check if tap is closed or water pressure is too low (usual between 0.05-1MPa)

Y → Open the tap or wait for normal water pressure to use

N

Check if inlet valve is jammed

Y → Clean inlet valve

N

Draw out the dispenser and check if water is entering

Y → Observe if the height of drain pipe not reach 80 cm. If water level sensor and the hose is leaking gas

N

Turn on power, and set pre-wash mode, then start. Check the import voltage of electromagnetic valve by multimeter , is it between AC 1 2 0 V?

Y → Electromagnetic valve must be broken, please replace it.

N

Check if export voltage from board to electromagnetic valve, is it between AC 1 2 0 V ?

Y → The wire connected display baord and inlet valve is not properly. Please reconnect it or replace it.

N

Replace display board

Error message:The temperature of air vent

Troubleshooting:

Check if the wire of heater is connected properly

Y → Connect it well

N

Check if the fuse is connected properly

Y → Connect it well

N

Turn on power and choose dry program to start, measure if voltage of heater by multimeter,is it between 0 & 10v?

Y → Heater element must be broken, please replace it

N

The control wire may be broken, otherwise display board must be broken.
Please replace the broken one.

Error message. Motor overheat protection or is damaged.

Troubleshooting:

Cut off power and check if motor wires are connected well

N → Reconnect well

Y

Pull out the wire connection of mo of motorThen check if circuit is open by multimeter

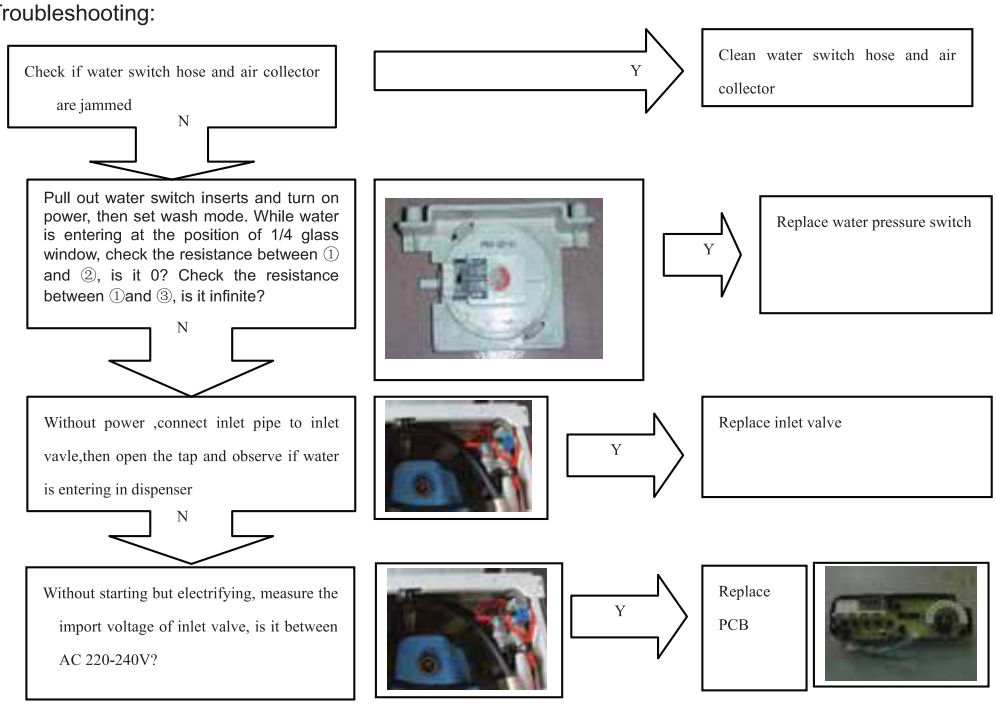
Y → Repair wires

N

Replace display board

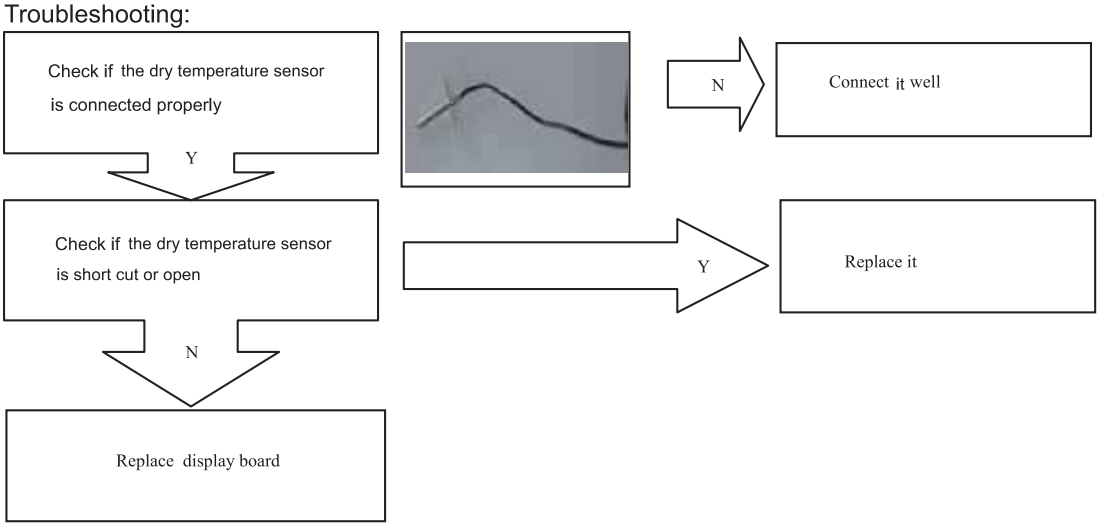
Error message. Water level exceeds protective value.

Troubleshooting:


Check if water switch hose and air collector are jammed
Y
Clean water switch hose and air collector
N
Pull out water switch inserts and turn on power, then set wash mode. While water is entering at the position of 1/4 glass window, check the resistance between ① and ②, is it 0? Check the resistance between ①and ③, is it infinite?
Y
Replace water pressure switch
N
Without power ,connect inlet pipe to inlet vavle,then open the tap and observe if water is entering in dispenser
Y
Replace inlet valve
N
Without starting but electrifying, measure the import voltage of inlet valve, is it between AC 220-240V?
Y
Replace PCB

Error message: The dry temperature sensor short cut or open.

Troubleshooting:



# Er10

Error message:The water level sensor circuit short cut or open

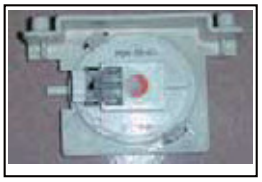
Troubleshooting:

Check if the wire of water levle sensor is connected properly

Y → Connect it well

N

Check if the water levle sensor is damaged



Y → Replace it

N

Replace PCB

# Er12

Failure information: drying waterlevel sensor abnormity

Check if water switch hose and air collector are jammed

Y → Clean water switch hose and air collector

N

Pull out water switch inserts and turn on power, then set wash mode. While water is entering at the position of 1/4g lass window, check the resistance between ① and ②, is it 0Check the resistance between ①and ③, is it infinite?

Y → Replace water pressure switch

N

Replace PCB

# Er13

Failure information:drying heater abnormity

Troubleshooting:

Check if the wire of drying heating is connected properly

N → Connect it well

Y

drying heating is short cut or open

Y → Replace the drying heating

N

Replace PCB

Failure information: machine have the unbalance protect function.When unbalance weight is bigger than a certain value washing machine will not spin and run in a low speed to avoid abnormal vibration and noise.

When end user claim the "UNB" question please follow the instruction as below:

1.In case washing 1piece of laundry(carpet,bed sheet,table sheet,etc)make it symmetrical inside the drum.

2 Lower the wet weight of laundry pieces by wringing manually and placing them back in the drum in symmetrical position.

3 Take out and replace the laundry pieces into the drum in a more balanced position on the inner wall of the drum.

4 Add 1or 2 pieces of laundry into the drum to lower the unbalance.

5. Restart the spin cycle by choosing "spin only"program.

6. In case the failure persist please send a technician to check it in home.

# HWD-C1200TXVE Examination & Troubleshooting

## Failure:Display nothing

Troubleshooting:

Measure the power supply ,is it exists 220-240V AC voltageeas

Y

Is power switch on ?

Y

Press power switch and check the voltage between two pins of power switch. Is there 220-240V AC voltage?

Y

Cut off power and check if plugs are connected well by pulling the plug of PCB.

Y

Check if power plug exists 220V-240V AC voltage at the import pin

N → Repair power supply

N → Turn it on

N → Make sure power supply cabel assembly is connected well and then replace power

N → Insert the plug well and test

N → Replace Power driver PCB

## Failure:no water inleting

Troubleshooting:

Is the tap shut off or the water pressure too low?

N

Check if water is leaking from washer

N

Check if filter of electromagnetic vavle is jamed

N

Choose pre-wash program and start, Check if there is 220-240V at import pin of electromagnetic vavle

N

Is there open circuit between electromagnetic vavle

N

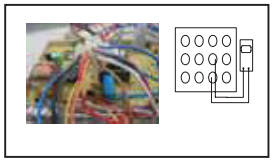
Choose pre-wash program and start, then check if there is 220-240V at export pin of electromagnetic vavle

Y → Open tap or wait for normal water pressure

Y → Clean filter

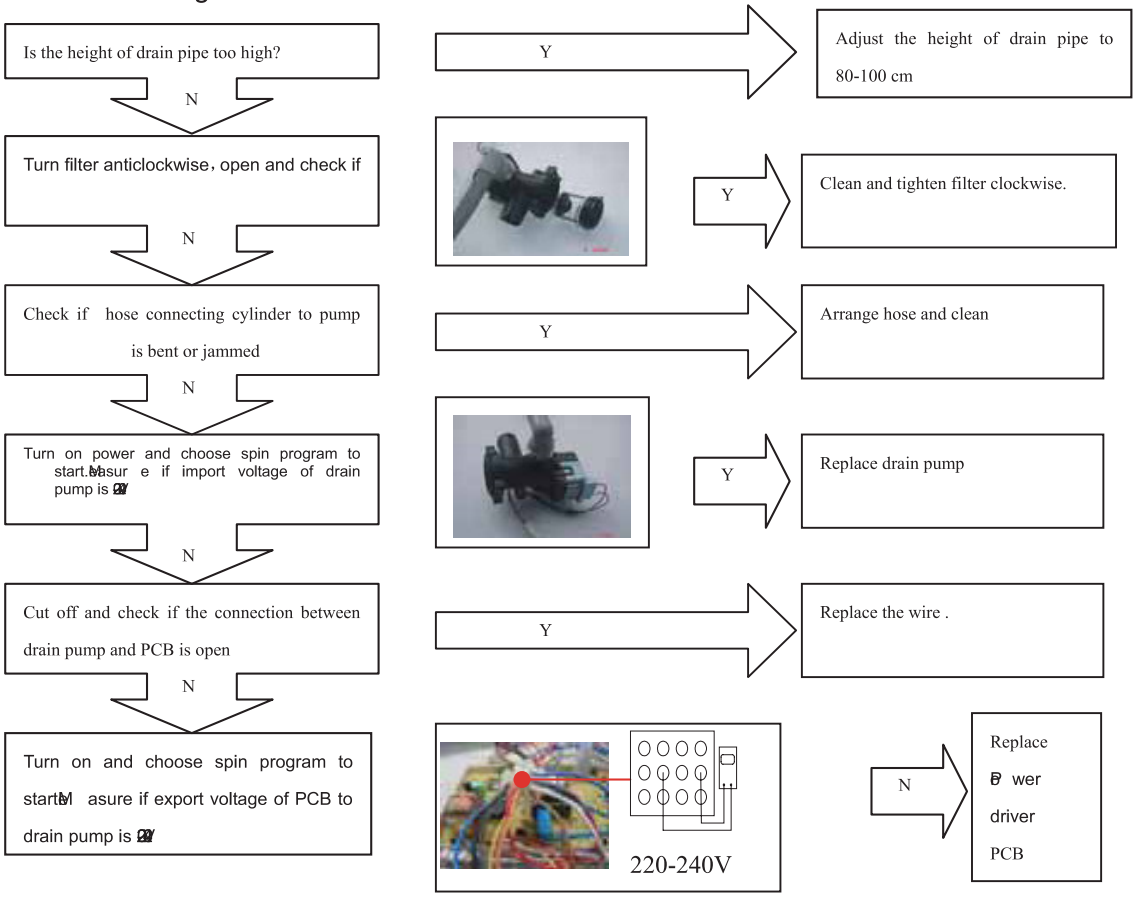
Y → Replace electromagnetic vavle

Y → Reconnect the wire

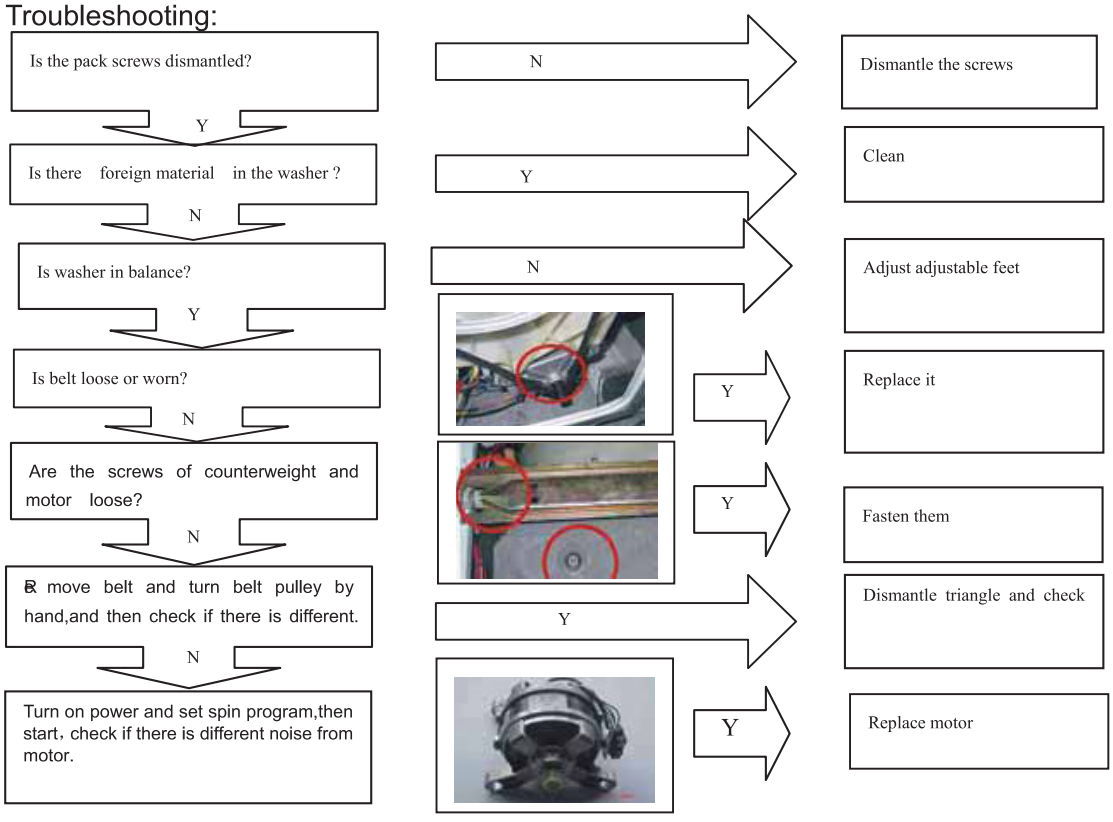


N → Replace Power driver PCB

## Failure:no draining
## Troubleshooting:


Is the height of drain pipe too high?
Y
Adjust the height of drain pipe to 80-100 cm
N
Turn filter anticlockwise，open and check if
Y
Clean and tighten filter clockwise.
N
Check if hose connecting cylinder to pump is bent or jammed
Y
Arrange hose and clean
N
Turn on power and choose spin program to start.Measure if import voltage of drain pump is 220V
Y
Replace drain pump
N
Cut off and check if the connection between drain pump and PCB is open
Y
Replace the wire .
N
Turn on and choose spin program to start.Measure if export voltage of PCB to drain pump is 220V
220-240V
N
Replace Power driver PCB

## Failure :abnormal noise and vibration
## Troubleshooting:



## Failure:water leaking

## Troubleshooting:

Check if water is leaking from the inlet pipe or the tap

Y → Readjust it.

N

Is drain pipe broken?

Y → Replace drain pipe

N

Check if there is foreign material nipped between cushion of sight window and sight window

Y → Remove clothes

N

Check if all tubes and tie-in is leaking water, including the connecting of tube and valve, dispenser, tube and dispenser ,outer cylinder-cushion of sight window-hose and outer cylinder, drain pump and gas valve

Y → Reassemble or repair

N

Is cushion of sight window broken?

Y → Replace cushion of sight window

N

Is water leaking from outer cylinder?

Y → Replace outer cylinder

## 2. How to select the model

This PCB(Part code:0024000044)is a multi versatile PCB,suitable for use in current models:HWD-C series and HWD-D series.Having replaced the PCB,it should be configured to suit the customers particular washing machine,as detailed below:

1.Press the extra rinse button and power on at the same time.Keep the extra rinse button pressed for 4 seconds.Then 1298 will be displayed on the screen.

2.Press speed button to select the correct model(1298 1098).Select a model then press temp button to save.

3.Turn off the machine by pressing the power off button.

4.If the wrong model has been selected,you can reset the model by following the below steps:

①Start the setting program.

②Turn program knob to drain program.

③Press speed button to select a correct model.

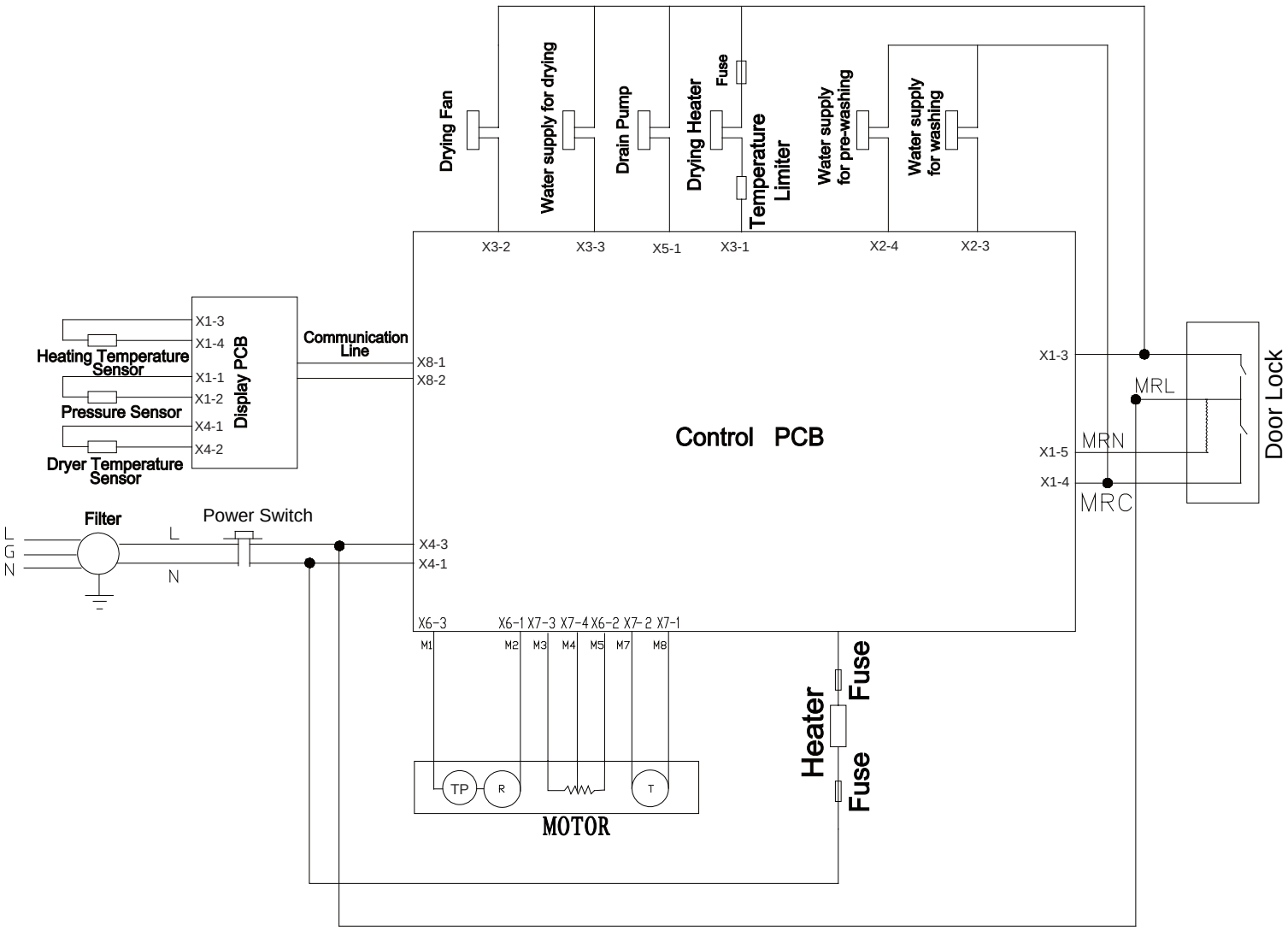
④Press temp button to save the selected model.

⑤Turn off the machine by pressing the power off button.

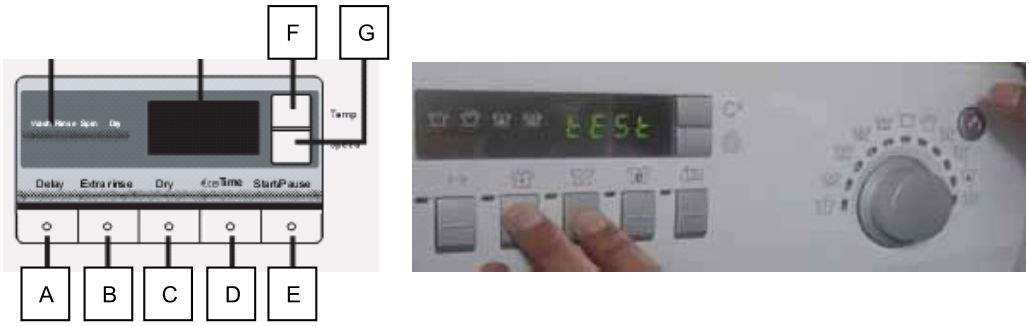
Model Explanation:

1298 is suitable for HWD-C/D1200TXE;1098 is suitable for HWD-C/D1000TXVE

# 3.Wiring Circuit



# 4.Self test




**1. Functional test program: To test the function of whole units.**

How to start?

Press the button “B” (Extra rinse) and “C” (Dry) at the same time and switch on the machine by pressing the power button. Keep the button “B” and “C” pressed for 4 seconds. “tESt” and model name (i.e.1298) will be displayed on the screen alternately. Press start/pause button (“E”) the machine will start self test cycle.

Test item:

- The machine will inspect the water temperature sensor and dry temperature sensor firstly. If both sensor are OK the machine will continue to next step. If not the relevant error code will be displayed on screen.
- Lock the door, all the indicator lights are lit for 3 seconds.”88:88” will be displayed on the screen. If it fail to lock the door “err 1” will be displayed.
- Main wash valve is opened for 5 seconds, Prewash valve is opened for 5 seconds. Condensation water valve is opened for 3 seconds.Then main wash valve and prewash valve are opened at the same time until reaching the the 1st water level (minimum level). “77:77” will be displayed.If the water level can’t reach the 1st level within 1 minute “Err 5” will be displayed. If machine inspect that the water level is exceeding the max level “Err 8” will be displayed.
- Water is heated for 10 seconds.”66:66” will be displayed.
- Drain out of the water.”22:22” will be displayed. “Err 2” will be displayed if the water is not drained out fully within 2 minutes.
- Dry motor works for 5 seconds.”44:44” will be displayed.
- Dry heater works for 10 seconds.”33:33” will be displayed.
- Drain pump works for 5 seconds.”22:22” will be displayed.
- Drum rotate at 93 rpm for 20 seconds, then 800 rpm for 30 seconds.”11:11” will be displayed.
- Self test program ends.”End” will be displayed.

**2. Motor and noisy test.**

How to start?

Press the button “B” (Extra rinse) and “C” (Dry) at the same time and switch on the machine by pressing the power button. Keep the button “B” and “C” pressed for 4 seconds. “tESt” and model name (i.e.1298) will be displayed on the screen alternately. Press speed button. The real speed will be displayed on the display area.

- Drum run at 50rpm for 10 seconds clockwise.
- Stop for 10 seconds
- Drum run at 50rpm for 10 seconds anti-clockwise.
- Drum run at 93rpm for 10 seconds anti-clockwise.
- Drum run at 200rpm for 10 seconds anti-clockwise.
- Drum run at 1200rpm (Max speed) for 60 seconds anti-clockwise.
- End.

**3. Test temperature sensor.**

How to start?

Press the button “B” (Extra rinse) and “C” (Dry) at the same time and switch on the machine by pressing the power button. Keep the button “B” and “C” pressed for 4 seconds. “tESt” and model name (i.e.1298) will be displayed on the screen alternately.

# Sincere Forever

# Haier Group

Haier Industrial Park, No.1, Haier Road

266101, Qingdao, China

http://www.haier.com